

CHANGE MANAGEMENT

Organised by ICVA/CIS Belgrade
18-19 May 2006, Belgrade

Course Description

This training is created to answer these questions and enhance the abilities to prepare for, manage and implement change. You should conduct personal and organisational assessments as the starting point and basic tool for evaluating yours and your organisation's readiness for change, your specific change characteristics and the organisational attributes that impact change management.

Creation of a project plan for implementing change management activities, as well as the assessment of the effectiveness of change management activities are the prerequisites of an effective change.

Training Target Groups:

- People facing changes in the office, life, wider community.
- The ones having problems adapting to change.

Aims and Objectives

In this workshop participants will learn what the change management process is, and how the process should be conducted in order to reach desired outcomes.

The aim of the training is to:

- Evaluate your capacity to undergo and manage change.
- Acquire understanding of the change management process.
- Learn how to create an effective change management plan.
- Create a communication plan.
- Actively manage resistance to change.
- Identify and overcome obstacles.

Expected Effects:

- To influence the attitudes towards leaving the old behavioural patterns behind and start building new modern work/society perceptions/strategies.
- Learning to adapt to continuing changes occurring in the workplace (with technology and new office management principles) as well as to the constant changes in the society.
- Increased motivation, work effectiveness, efficiency and proactive approach.

Methodology:

- Presentation
- Discussions
- Exercises

All of the above methodology instruments are animating, interactive, stimulating and pragmatic.

Training Design and Delivery: Nevena Čalovska Hercog, ICVA/CIS Trainer

Training Working Language: English

Training Duration: 2 days



TRAINING TIMETABLE

DAY I

09:00-09:15	Introduction
09:15-10:45	Concept of Change <ul style="list-style-type: none">▪ Experience at Individual Level▪ Fundamental to Development▪ Continuous and Varying in Scale and Scope▪ Interplay of Internal and External Factors▪ Finding Balance▪ Understanding the Nature of Change▪ Understanding the Link with Values and Culture▪ Metaphor of a Journey
10:45-11:00	Refreshment Break
11:00-12:30	Preparing for Change I <ul style="list-style-type: none">▪ Deciding the Destination (addressing interplay between internal and external factors)▪ Personal Journey (strengths, vulnerabilities, opportunities, threats)
12:30-13:30	Lunch Break
13:30-15:00	Preparing for Change II <ul style="list-style-type: none">▪ Mapping the Territory▪ Identifying Clear Goal▪ Identifying Restrainers and Drivers and their Relative Strengths▪ Identifying Potential Impact one can exert▪ Directing Energy
15:00-15:30	Refreshment Break
15:30-17:00	Preparing for Implementation I – Practical Tools <ul style="list-style-type: none">▪ Managing the Journey▪ Getting there▪ Survival Tips▪ Arrival



DAY II

- 09:00-10:30 **Preparing for Implementation II – Expected Occurrences**
- Planning
 - Why does Resistance Exist?
 - How to Make Change Happen?
 - How to Reduce Resistance?
- 10:30-10:45 **Refreshment Break**
- 10:45-12:15 **Six Key-activities for Successful Implementation**
- Facing up the Change
 - Communication
 - Commitment
 - Involvement
 - Perception of Change
 - Organising
- 12:15-13:15 **Lunch Break**
- 13:15-14:45 **Change Management Implementation I**
- Learning, Using power, Influencing
 - Role Effectiveness
 - Exerting Influence
 - Recognition, Commitment
 - Building a Vision
- 14:45-15:00 **Refreshment Break**
- 15:00-16:30 **Change Management Implementation II**
- Organisational Development, Growth and Crisis
 - An Open Systems View of Organisations
 - Organisational Profile, Process View
 - Readiness to Change
- 16:30-17:00 **Training Closure**
- Wrap-up Discussion
 - Evaluation
 - Awarding Certificates

